

TAC MEETING MINUTES

TECHNICAL ADVISORY COUNCIL A Subcommittee of the Commission on Technology

Friday, August 7, 2015
9:30 AM - 12:30 PM

ARIZONA SUPREME COURT
Administrative Office of the Courts
1501 W. Washington
Phoenix, AZ 85007

Conference Room 230

MEMBERS PRESENT

Mohyeddin Abdulaziz*
Ron Bitterli
Jennifer Gilbertson (*Tom Carroll, proxy*)
Karl Heckart, *Chair*
Laura Johnston*
Randy Kennedy*
Cary Meister
Kyle Rimel
Jared Nishimoto*

GUESTS

Casey Streeter*, *Cochise Superior Court*
Ken Troxel, *Maricopa Clerk of Court*
Giuseppe Ferigno*, *Granicus Corp.*

MEMBERS ABSENT

Jackie Barrett
Jay Dennis
Tom Moseley
RJ Hurley
James Towner

AOC STAFF

Eric Ciminski, *ITD*
Mary Foltz, *CSD*
Lou Ponesse, *ITD*
Jim Price, *ITD*
Jason Shumberger, *ITD*

* indicates appeared via telephone

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WELCOME, INTRODUCTIONS, AND OPENING REMARKS

Karl Heckart

Karl Heckart, chair of the Technical Advisory Council (TAC), called the meeting to order at 9:35 a.m. He conducted a roll call of those present in the room and on the phone, welcoming members. After confirming that a quorum existed, Karl requested discussion or a motion regarding the minutes of the May 1st, 2015 TAC meeting.

MOTION

A motion was made and seconded to accept the minutes of the May 1, 2015 TAC meeting as written. The motion passed unanimously.

REVIEW

ACAP PRICING MODEL DISCUSSIONS

Karl Heckart

Karl reported that TAC's proposal for adding device types into the ACAP billing model passed both Commission on Technology (COT) and the Arizona Judicial Council (AJC) after much discussion, with a deferred start date to July 1, 2016. AOC is in the process of issuing a communication to court leadership publicizing the change. Under the current billing model, however, the issue of printer counts needs to get straightened out. The technology refresh identified many additional printers on AJIN beyond the number being billed. AOC is producing a full inventory of printers to enable local leadership to identify printers that consume statewide resources and those that are truly local usage only. Karl stated that he intends for the updated printer inventory to be reflected in the January 1, 2016 billing.

Members shared their concerns about the printer categorization exercise. Kyle Rimel reasoned that the model pre-supposes only a single device involved in printing, so either the PC or the printer should be billed. He felt that the intent of the TAC motion was to bill local-attached printers at \$35 without regard to their usage. Karl explained the rationale behind billing by source of printout rather than attachment method of the printer and clarified that AOC will trust the local printer counts it receives. Longer term, statewide applications are having printer tables coded into them to ensure that printing only takes place on ACAP printers.

UPDATE

VULNERABILITY AUDIT & ONGOING PREVENTIONS

Richard Blair

Richard Blair, AOC's Manager of Infrastructure Operations, reported on the results of a recent CANnES vulnerability audit performed against the AOC and the AJIN network. While security controls held up very well against outside penetration, once the auditors were allowed into the network, they located a variety of areas that need to be shored up. The audit pointed out that county activities affect AOC and vice versa -- we are only as protected as the least secure node or device on the network, regardless of who owns it. Printers were indicated in the report as especially vulnerable since they have administrative programs protected by a default password. Richard outlined the remediation steps that AOC has taken since the report was received and recommended several steps for court technologists to take in counties involved in the audit. AOC will be contracting for a follow-up audit in September to ensure more effective controls are in place. Karl added that a balance exists between the type of information courts have and the cost of protection, but some basic disciplines need to be in place regardless, like patch management and printer re-passwording. AOC has acquired the tools to perform constant security monitoring, setting a baseline and looking for anomalies over time. Karl also pointed out the correlation between technology debt and cyber security debt in courts and counties both. Kyle

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recommended that the architecture table narrow the scope of possibilities for local components down to ones that can be best protected from a security standpoint.

UPDATE AJIN CAPACITY AND USAGE

Karl Heckart

Karl stated that AOC has an appropriations request underway for network upgrades, but shared concern that even the appearance of personal use consuming current bandwidth will torpedo that request. Local users must be informed of the harm they are doing to other business users of the network by their personal use. Karl shared the results of a lengthy investigation including some site visits related to reports of frequent, intermittent network slowness from various parts of the state. Members discussed the fact that while ACJA 1-503 allows for reasonable personal use of the Internet, the line is crossed whenever that use affects core business applications and processes.

Karl asked members for increased local vigilance and communication about the issue. Lou Ponesse stated that in each instance of slowness investigated real-time, once the user hogging bandwidth was contacted, performance returned to typical levels. Individual users are simply unaware of the impact of their personal activities on others who share the same network connection. Karl also mentioned the dilemma of Facebook – vital for Probation officers – and management leanings toward shutting down access to it.

UPDATE PHISHING EXERCISE RECAP

Karl Heckart

In staff member Stewart Bruner's absence, Karl recapped the details from the June 11 spear phishing exercise conducted against judges who had registered for the annual judicial conference. The fake malicious website was monitored for hits over the four following days. He displayed a pie chart of the proportion of hits to distribution list numbers, but reminded members that the data doesn't account for any forwards of the original e-mail. He also showed the number of contacts made to the AOC Customer Support Center and Education Services. Karl's overall conclusion is that security awareness training is definitely warranted. The strategy will remain one of regular, short updates. A new video is being issued as part of a blended learning conference in early September.

UPDATE DEMONSTRATIONS OF “e” APPLICATIONS

Eric Ciminski & Jim Price

Karl Kicked off the demonstration segment of the meeting by stating his intention of giving court technical resources a look at the products that are headed their way in the coming months. Jim Price introduced Mary Foltz who then showed members the e-filing case initiation process in detail using the Yavapai development system and described the interaction of the eUnivera product with the AJACS case management system (CMS). She also reviewed the fee and payment portion of the application and the “My Filings” queue.

Eric Ciminski described the various search capabilities of the eAccess product in comparison to the difficulties with locating the correct case using the current public access facility. He showed the process of previewing a document then adding it to the cart to purchase. Eric then displayed the Yavapai development version of eBench for cases with a hearing scheduled during the week of February 24 and walked members through a variety of activities judges could undertake using

the application. He also demonstrated the various customizable views that judges could select and the notes, annotation, bookmark, and search features.

Members asked about the refresh rate of the applications and expressed concern about security levels in eBench in comparison to AJACS' security designations. Eric explained that sealed and restricted designations are respected equally in both systems. Both systems have role-based security in which individual users are placed into groups. Karl cautioned against creating a complicated security model. Eric closed with details of the four-week Yavapai backfiling process that includes OCR processing of every scanned document.

UPDATE

KEY PROJECT UPDATES

Karl Heckart

Karl reviewed in detail items in the new list of priority categories and separate ongoing projects discussed at COT's June meeting. He then commented on two additional unlisted projects, eCharging (criminal e-filing) and Problem-Solving Court CMS raised by members. In the interest of time, he provided members with very brief updates on the high priority projects AOC is involved with including:

- The complications of loading/normalizing individual court data into the central case index (CCI). Maricopa data is being loaded before the end of the calendar year.
- The plan for performing eUniversa piloting in Yavapai Superior Court later this year. Karl mentioned that integration work now comprises a very complex 60 percent of the IT workload. Members added that skill levels and pay are not keeping up with this new IT work reality.
- AJACS general jurisdiction (GJ) enhancements to support eUniversa e-filing in the Superior Court followed by another release (6.0) likely to be implemented one court at a time.
- Movement of Maricopa and Pima e-Filing to eUniversa over time and expansion into the criminal e-filing arena.
- Adoption of eBench by Yavapai Superior Court judges to deal with e-filed documents.
- The path for completion of eAccess.
- The preparation for Green Valley Justice Court to go live as the pilot justice court site for limited jurisdiction (LJ) AJACS, followed by a full rollout to all remaining AZTEC courts in Pima County. Work is underway with Tucson Municipal Court on replacing their AZTEC later this year. Karl also shared the current thinking about training individual courts as they adopt the LJ AJACS system.
- The recent success of JOLTSaz rural county implementation with Yuma Juvenile Probation to be followed by a 16-month rollout to the remaining counties.
- The general plan to port Appellamation to SQL for long-term supportability, beginning in 2016.
- The plan to move the AOC's disaster recovery site to a Maricopa County facility in downtown Phoenix by the end of the calendar year.
- The approximate timeline for adoption of Windows 10 and Office 2016 by next summer. Karl reminded members that Microsoft's subscription model makes future updates mandatory, though the timing can be delayed somewhat.
- Adobe licensing changes to a cloud/subscription model. Licenses have proliferated over time and numbers need to be reconsidered before the model changes.

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UPDATE CITATION PRE-DISPOSITION PAYMENTS

Eric Ciminski

Eric Ciminski, the project director for the Xerox pre-disposition, reviewed the timeline for development and testing of the product required to support Tucson's AJACS implementation and the cost/benefit analysis underway regarding integration with AZTEC. Members debated the wisdom of integrating with AZTEC or not.

UPDATE FY16 ARCHITECTURE TARGETS UPDATE KICKOFF

Steele Price

Karl introduced the bi-annual effort of updating the architecture targets to account for the move of various products and strategies through their lifecycle over time. The current targets need to be updated in 2016. A handout was provided as the starting point for members to collect any items they find controversial or that require more detailed research and discussion at the next meeting.

UPDATE STATEWIDE ONBASE ADMINISTRATORS' UPDATE

Karl Heckart

Karl Heckart informed members that Contract 2015-122 is now active and briefly discussed new monitoring in place to alert AOC to document transfer module (DTM) failures each morning. Karl further asked for members' help in keeping the document repository up to date now that so many counties have loaded their historical documents into it.

Eric reviewed the need to standardize the way image files are created outside of OnBase using the AJACS finalization routine. Stewart was hoping to obtain TAC's formal approval for recommended standards for clerks' offices around the state taken from Pinal's local settings. He would then take these to COT for ratification and posting on the standards webpage. Randy Kennedy pointed out that CCITT Group IV is a black and white compression standard but the table incorrectly applies it to color scanning also. Jim Price weighed in on the importance of limiting file sizes associated with digital documents.

Karl briefly warned members that the OnBase 15 upgrade cycle is now nearing its start for courts. Jethro Sheridan is testing the new version at the moment.

CALL TO THE PUBLIC

Karl Heckart

After hearing no further discussion from members or the public, the chair entertained a motion to adjourn the meeting at 12:20 p.m.

Upcoming Meetings:

October 2, 2015

AOC – Conference Room 230

December 4, 2015

AOC – Conference Room 230

MEETING ADJOURNED

12:20 PM